



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All *Durable Medical Equipment and Supplies* providers participating in the Virginia Medical Assistance Program, Managed Care Organizations and holders of the *Durable Medical Equipment and Supplies* Medicaid Provider Manual

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 12/20/2006

SUBJECT: Update to Second Edition of the *Durable Medical Equipment and Supplies* Provider Manual – Effective December 2006

The purpose of this memorandum is to update Medicaid/FAMIS fee-for-service providers on the changes to the display and content of the Appendix B: “Durable Medical Equipment and Supplies Listing” found in the Durable Medical Equipment and Supplies Manual. Appendix B of the Durable Medical Equipment (DME) Manual has been updated and is now available on the DMAS website.

Previously, the Appendix B was accessed as one document. Within the document, the table of contents directed the user to a specific category of item. A change has been made to the way in which Appendix B will be displayed which will allow navigation directly to the category of items. This change will allow providers to quickly access the category of items applicable to their business. In addition, this change will allow DMAS more efficiency in providing Appendix B updates. Each category will provide the most recent revision date in its title.

Providers will select a category of items by clicking on that section, i.e. ‘Appendix B – Diabetic Supplies.’ This action will open the Appendix B document for Diabetic Supplies. At the end of the document the changes to the most recent revision will be listed. Any new codes added are effective as of dates of service 12/01/2006.

COMMUNICATION TO DME PROVIDERS

DMAS has designed an email address specifically for providers to email questions about DME fee-for-service to DMAS (dme@dmas.virginia.gov). These questions should pertain to policies, codes, or rates and should not pertain to preauthorizations, as such questions should continue to be directed to the preauthorization contractor, KePRO.

KePRO Contact Information

You may contact KePRO through the following methods:

iEXCHANGE: <http://dmas.kepro.org/>

Toll Free Phone: 1-888-VAPAUTH (1-888-827-2884)

Local Phone: (804) 622-8900

Fax: 1-877-OKBYFAX (1-877-652-9329)

Mail: 2810 N. Parham Road, Suite 305,
Richmond, VA 23294

Provider Issues: ProviderIssues@kepro.org

See Appendix D of the Medicaid Durable Medical Equipment and Supplies Manual for more information regarding preauthorization.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance

1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

***DURABLE MEDICAL EQUIPMENT AND SUPPLIES
PROVIDER MANUAL***

**REVISION CHART
December 20, 2006**

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Appendix B	Appendix B		Entire Appendix B	12/20/06

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Appendix B	Old Appendix B	New Appendix B	